

## Nexus Prepaid Toll Refund Form

### To Get A Refund

To get a refund of your prepaid toll balance from your **ExpressPass** or **Nexus**, just follow the steps below.

1. Complete the appropriate Nexus Prepaid Toll (see *right*) or ExpressPass (see *reverse*) refund form, making sure all information is complete.
2. Mail the required information in a stamped envelope to:

#### In the **United States:**

Niagara Falls Bridge Commission  
5365 Military Road  
Lewiston, New York 14092  
Attention: Refund

#### In **Canada:**

Niagara Falls Bridge Commission  
PO Box 395  
Niagara Falls, Ontario L2E 6T8  
Attention: Refund

When your completed information is received, a refund will be issued. You will be notified if there are any discrepancies.

Date:
Name on NEXUS card:
Address 1:
Address 2:
City:
State or Province:
Zip/Postal Code:
Phone Number:
Signature of Patron:

#### Directions:

1. Complete the above form with all required information.
2. Attach the receipt from your latest visit to the NEXUS/Toll Enrollment Kiosk at the Whirlpool Bridge.
3. Attach a photo copy of your NEXUS card, making sure that your picture is legible.

4. Put all of the information requested in a stamped envelope and mail to the Niagara Falls Bridge Commission (see *"To Get A Refund" section for address*).
5. When your information is received at the Niagara Falls Bridge Commission, we will verify that your NEXUS card picture sent to us matches the picture taken at the time of your enrollment into our system. If the pictures match and all your information is complete, a refund will be issued. You will be notified if there are any discrepancies.

#### Rules for Nexus Prepaid Toll Refunds:

- **The receipt from your latest visit to the NEXUS/Toll Enrollment Kiosk at the Whirlpool Bridge must be enclosed with this completed form. Absolutely no refunds will be issued without a valid receipt.**
- All refunds are made by check and mailed to the patron at the address given on the refund form.
- No refunds will be made in cash.
- When the Niagara Falls Bridge Commission receives this form, the patron's account will be closed.
- Once an account is closed, it can only be reactivated (as long as the same NEXUS card is to be used) by contacting the Niagara Falls Bridge Commission and coordinating an appointment at its Administration Office in Lewiston.
- If an account is reopened, the currency previously used (US/CDN) must be continued.